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Part No. P0936570 2.0

Business Communications Manager

Attendant Console Set Up and Operation Guide

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Preface

Business Communications Manager Attendant Console is a centralized call management system for Windows-based workstations that provides tools for handling multiple calls using one or more PCs.

Before you begin

This guide is intended for Business Communications Manager system administrators. This guide assumes that you have the following background:

- Working knowledge of the Windows operating system
- Working knowledge of telephony functions
- Experience with windowing systems or graphical user interfaces (GUIs)

Text conventions

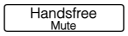
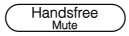
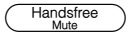
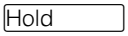
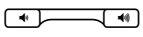
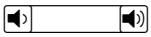
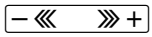
This guide uses the following text conventions:

`bold Courier text`	Indicates command names and options and text that you need to enter. Example: Use the **`dinfo`** command. Example: Enter **`show ip`** {**`alerts`**|**`routes`**}.
italic text	Indicates new terms, book titles, and variables in command syntax descriptions. Where a variable is two or more words, the words are connected by an underscore. Example: If the command syntax is `show at <valid_route>`, *`valid_route`* is one variable and you substitute one value for it.
bold text	indicates dialog boxes, buttons and menu options
separator (>)	Shows menu paths. Example: Protocols > IP identifies the IP option on the Protocols menu.

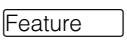
About the buttons on your telephone

This guide shows the Business Series Telephone buttons. Table 1 shows which buttons to use on the different types of Nortel Networks telephones.

Table 1 Telephone buttons

Button Description	Business Series Telephone T7100, T7208, T7316 Buttons	M7100, M7208, M7310, M7324 Telephone Buttons	M7100N, M7208N, M7310N, M7324N Telephone Buttons
Feature			
Handsfree	Bottom right-hand button		
Mute			
Hold			
Volume Control			
Release			

Use the buttons as shown in the following example: Press to access your mailbox.

This means you can enter ,  or and the code to open your mailbox.

Acronyms

This guide uses the following acronyms:

BCM	Business Communications Manager
DLL	Dynamic Link Library
DNS	Domain Name Service/System
ERC	Express Routing Code
JVM	Java Virtual Machine
LAN	Local Area Network
PC	Personal Computer
PCI	Peripheral Component Interconnect
SVGA	Super Video Graphics Adaptor
TCP/IP	Transmission Control Protocol/Internet Protocol
VNC	Virtual Network Computing

Related publications

For more information about using Attendant Console, refer to the following publications:

- *Business Communications Manager Attendant Console User Guide*
- *Business Communications Manager 2.5 Programming Operations Guide*
- *Software Keycode Installation Guide*

Chapter 1
About Attendant Console Set Up and Operation Guide

Business Communications Manager Attendant Console is an application that provides centralized call management and call activity reporting to a business. It runs on one or more Pentium® class personal computers (PCs).

With Attendant Console, a telephone attendant uses a graphical user interface.You can customize the way Attendant Console is set up to best suit your company's call management requirements. The attendant uses the interface to:

- originate calls
- answer and manage multiple calls
- view a company's name before answering a call
- record, add and change caller information for future use
- quickly access information about a caller
- transfer calls to employees or their voice message mailbox
- send the caller's name to the employee's telephone display
- park calls and page employees
- view information in a Directory about your company's employees such as their extension number, person status and telephone status
- create and print reports showing how incoming calls are handled
- view the status of extensions in the company's Business Communications Manager base unit

For information about using these features, refer to the *Business Communications Manager Attendant Console User Guide*.

About this guide

This document describes how to install and set up an Attendant Console system for use in your company.

The instructions in this guide are designed for experienced PC users who are familiar with client/server software installations, Business Communications Manager technology and Local Area Network (LAN) technology.

If you encounter problems or require definitions of error messages during installation, refer to Chapter 7, "Troubleshooting," on page 45.

Conventions

The term LAN refers to a Local Area Network that supports TCP/IP.

Reference documents

You may need to refer to the following documentation:

- the *Business Communications Manager 2.5 Programming Operations Guide* and the *Business Communications Manager* 2.5 *Installation Guide* that comes with your Business Communications Manager base unit
- the CallPilot installation and set up documentation that comes with your Business Communications Manager product package
- the *Business Communications Manager Attendant Console User Guide*

Chapter 2
Preparing for installation

Before you install Attendant Console:

- read the section "How Attendant Console works" on page 15.
- read the section "Company model" on page 16.
- review the requirements in "Requirements for Attendant Console" on page 16.
- make sure your Business Communications Manager telephone system is installed properly and is functioning correctly. Refer to Chapter 3, "Preparing the PC environment," on page 19.
- After you complete these steps, read Chapter 4, "Installing Attendant Console," on page 25 before you proceed.

How Attendant Console works

Attendant Console is a client/server software system consisting of three components:

- Server component
- Client component
- Reports component

Server component

The Server component supports the Client component running on PCs connected through a Transmission Control Protocol/Internet Protocol (TCP/IP) based LAN.

The Server component also uses this interface to request Business Communications Manager base unit call processing features.

The Server component communicates with the Client components using TCP/IP to pass information about call arrival, telephone status and the database to the Client components as required. The Server component also handles Client component requests for Business Communications Manager base unit operations.

The Server component maintains and collects call-processing information in a database. The Server component uses the information in the database for call handling. The Server component also maintains call detail information for reporting purposes.

Client component

The Client component controls the Attendant Console graphical user interface. The Client component communicates with the Server component using TCP/IP to perform call handling on the Business Communications Manager base unit telephone and to access and manage the database.

The Client component enhances the telephone attendant's productivity and responsiveness by displaying:

- incoming call information
- telephone status
- directory information
- call disposition requests

Note: The Client component must be installed on all attendants' PCs.

Reports component

The Reports component lets you view and print the information in the call processing database that is maintained by the Server component. The Reports component is installed automatically with the Client component. The Reports component accesses the database using TCP/IP.

Company model

You can set up an Attendant Console system with a networked model. In a networked model, one or more attendants manage the calls for a company with their PCs connected through a network to the Server component.To set up more than one attendant to manage a company's calls, you can connect the Server component to additional PCs through a LAN. The Client component can be installed on LAN-attached PCs. A Client component license is required for each additional copy of the Client component.

Requirements for Attendant Console

Install the Reports component on the same PC as the Client component.

Before you install Attendant Console, check that your equipment meets:

- telephone system requirements
- "PC system requirements for installing the Client component on a client PC"

Business Communications Manager telephone system requirements

Attendant Console operates with the Business Communications Manager base unit.

The Business Communications Manager base unit must be equipped with trunk modules capable of receiving Caller ID information.You must also subscribe to Caller ID through the local telephone company.

Make sure that each attendant has a two line display telephone and a headset.

The Attendant Console Client component can monitor the following telephones:

- two line display
- one line display
- 2500 - type (industry standard)
- Companion Wireless

Attendant Console supports Visual Call Announcing and Control on two line display telephones.

PC system requirements for installing the Client component on a client PC

To install the Client component on a PC, you require the following PC hardware and software:

Minimum hardware requirements:

- Pentium-based PC
- 32 MB of memory or greater
- 10 MB available disk space (total disk space required for either the stand-alone model or networked model.)

Note: Additional disk space may be required for the database. The required size of the database depends on the call volume and the frequency of call record deletion.

- Local Area Network connection for client software installation
- SVGA monitor with a minimum resolution of 800 x 600 and .28 dot pitch or smaller
- keyboard and mouse supported by Windows
- printer supported by Windows (optional, for report printing)
- PCI - bus Network Interface Adapter, 10/100 MB Ethernet

Note: Excludes NE2000-Class cards.

Software requirements:

- Windows 95®, Windows 98® or Windows NT® 4.0 Operating System

Chapter 3
Preparing the PC environment

To prepare the PC environment:

- ensure the LAN is installed and functioning properly. Consult your network administrator for assistance if necessary.

Attendant Console uses TCP/IP to communicate between the Server component and the Client component. TCP/IP must be installed on every PC that runs Attendant Console. Follow the steps in "Windows networking for an attendant" on page 19.

Windows networking for an attendant

Attendant Console uses TCP/IP to communicate between the Business Communications server and the Client component. This means that you need the Windows Network component for all Attendant Console PCs.

The Attendant Console installation process does not install the Windows Network component. For instructions on installing the Windows Networking component, refer to your network or Windows documentation.

Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

To check that the Windows system is correctly set up before you install the Attendant Console Client component:

1. Start Windows on the attendant PC.
2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.
3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.
4. Check that TCP/IP is on the list of installed network components. If not, click the **Add** button to install TCP/IP using the Windows installation procedures.
5. Double-click **TCP/IP**.
   For attendant PCs, check with your network administrator that the IP Address option is consistent with other PCs on the network. Usually the **Obtain an IP** address automatically option is selected.
6. Install any components that are not present from the Windows installation package or consult your network administrator for assistance. After you make sure these items are installed, close the windows.

Checking the network components before installation

Before you install Business Communications Manager service over the network, check that the required network components are installed on the attendant PC.

Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

To check for required network components on the attendant PC:

1. Start Windows on the PC.
2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.
3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.
4. Click the **File and Print Sharing** button.
   The File and Print Sharing dialog box appears.
5. Select both the options in the File and Print Sharing dialog box.
6. Click the **OK** button.
   The File and Print Sharing dialog box closes.
7. Click the **OK** button on the Network window.

Virtual network computing (VNC)

VNC is an application that you can use to remotely access the Business Communications Manager base unit. You need to access VNC to:

1. Enable database sharing for report purposes (see "Enabling Business Communications Manager base unit database sharing" on page 21).

Windows networking for reports

When Attendant Console processes incoming calls, it stores information about each call in a database on the Business Communications server. The Reports component uses this database to prepare call reports. If the Reports component is executed on a PC, you must first locate the server database from the PC running the reports. Refer to "Configuring the Reports component" on page 39.

To support operation of the Reports component on a networked attendant PC, check that the File and Print Sharing component is present and enabled. For more information see "Checking the network components before installation" on page 20.

To use VNC, you need a web browser connection on your PC.

Web browser requirements

To use VNC to access the Business Communications Manager base unit, your computer must have:

- one of the following operating systems

  - Windows NT 4.0
  - Windows 95
  - Windows 98

- Java Virtual Machine (JVM) version 5.0 (build 5.0.0.3188 or greater)
- one of the following web browsers

  - Netscape Communicator 4.5 or greater
  - Microsoft Internet Explorer 4.0 or greater

If you are using Netscape Communicator, you must set the following preferences:

- Edit/Preferences>Advanced - Enable Java: On
- Cache - Cached document comparison: Every Time

If you are using Microsoft Internet Explorer, you must set the following Internet options under the menu Tools>Internet options:

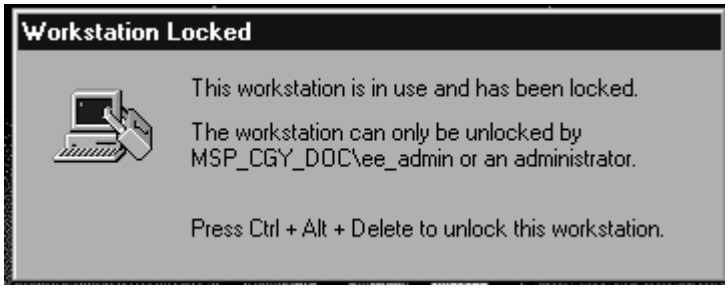
- General>Settings - Check for new versions: Every visit to the page
- Advanced - Java JIT compiler for virtual machine enabled: On

Enabling Business Communications Manager base unit database sharing

To start VNC and enable the Business Communications Manager base unit database for sharing:

1. Open a web browser on a computer with a LAN connection to the Business Communications Manager system.
2. In the **Address** bar, type the IP address of the Business Communications Manager base unit and the port number for WinVNC. The port number for WinVNC is 5800.
   For example: **http://10.10.10.1:5800**.
   The VNC Authentication screen appears.
3. In the **Password** box type in **`TeirGR8.`**
4. Click **OK.** You are now in the Windows NT operating system environment.
5. The message in Figure 1 on page22 appears.

Figure 1 Log on message


Workstation Locked
This workstation is in use and has been locked.
The workstation can only be unlocked by MSP_CGY_DOC\ee_admin or an administrator.
Press Ctrl + Alt + Delete to unlock this workstation.

6 Click the **Send Ctrl-Alt-Del** button at the top of the desktop screen.

7 Type in the administrator password.

8 Click the **OK** button.
The Business Communications Manager desktop appears.

Note: You cannot use a proxy to access the Business Communications Manager system.

9 To support operation of the Reports component on a networked attendant PC, check that the File and Print Sharing component is present and enabled. For more information see "Checking the network components before installation" on page 20.

In order for the Attendant Console clients to access the database, you must enable sharing for the database. The path where the database is located is shown in Figure 2 on pag e23. The path is:

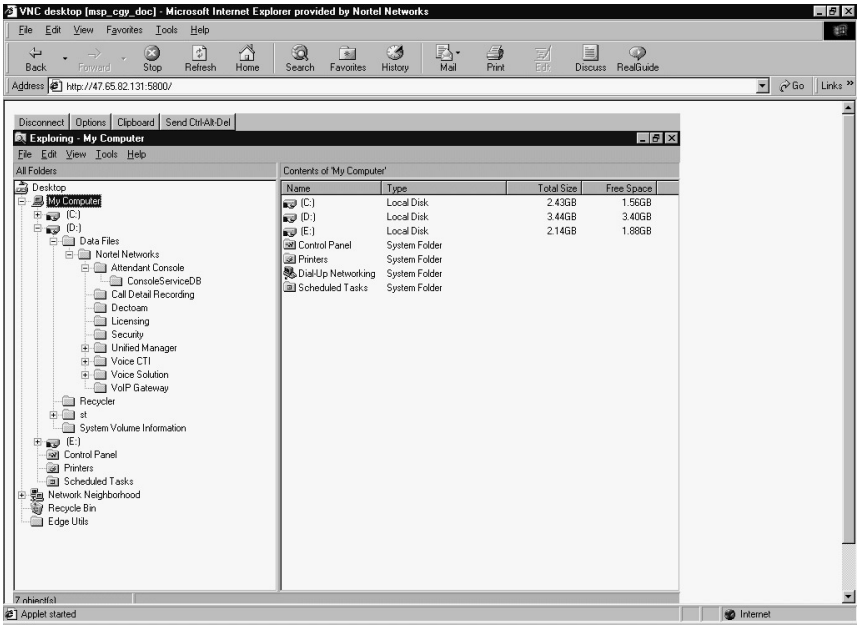
D:\Data Files\NortelNetworks\Attendant Console\ConsoleServiceDB\consoleservice.mdb

Note: D: indicates the drive letter, which can vary according to the computer.

10 Right-click the **ConsoleServiceDB** folder, select **Properties**, the **Sharing** tab, and follow standard Windows sharing procedures.

Warning: The database can contain sensitive information. We recommend making the database available only to users who are Attendant Console Clients.

Figure 2 Attendant Console shared database



Quitting VNC

1. Click the **Disconnect** button.
2. Close your web browser.

Chapter 4
Installing Attendant Console

To install Attendant Console, complete each of the following steps in order. Each step is described in this guide.

1 Ensure you have all the contents of the Attendant Console package.

2 Ensure all telephone system, PC and network requirements are met. Refer to Chapter 3, "Preparing the PC environment," on page 19.

3 Install the Client component by following the procedures in "Installing the Attendant Console Client component" on page 25.

If you encounter error messages during the installation process, refer to Chapter 7, "Troubleshooting," on page 45.

Installing the Attendant Console Client component

On the attendant PCs, install the Attendant Console Client software. To install the Client software on an attendant PC:

To install Attendant Console:

1 On the subscriber's computer, close any open Windows applications.

2 Point the web browser to the URL
http://<IP address>:6800
where <IP address> is the IP address of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

3 Click the **Install Clients** button.
The Download Desktop Applications screen appears.

4 In the left frame, click the **Attendant Console** link.

5 Click the Download Attendant Console **package for the web** button.
The Save As dialog box appears.

6 Choose a location to save the file to and click **Sav**e.
Attendant Console downloads to the subscriber's computer.
After it has downloaded, a Download successful dialog appears.

7 Click **Instal**l.
The Attendant Console Installation dialog box appears.

8 Select the language you want to use from the list box.

9 Click the **OK** button.
The Attendant Console Welcome dialog box appears.

10 Click the **Next** button.
The License Agreement dialog box appears.

11. Read the License Agreement. If you accept the agreement, click the **Yes** button. If you do not accept the License Agreement click the **No** button to cancel the installation. The following steps assume you click the Yes button.
    The Choose Destination Location dialog box appears.
12. Click the **Next** button to accept the default location. To change the directory location, click the **Browse** button, choose another directory location and then click the **Next** button.
13. The Select Program Folder dialog box appears.
14. Click the **Next** button to accept the default Program Folder name: Nortel Networks. To change the folder name, click the name you chose in the **Existing Folders** list box or type a different name in the **Program Folders** box.
15. Click the **Next** button.
16. As installation proceeds, messages appear that indicate the progress of the installation. The Setup Complete dialog box appears with the option “Yes, I want to restart my computer now.” selected.
17. Click the **Finish** button.

Your computer restarts.

Chapter 5
Configuring Attendant Console

After you install Attendant Console, you must configure its components. To configure Attendant Console, you must:

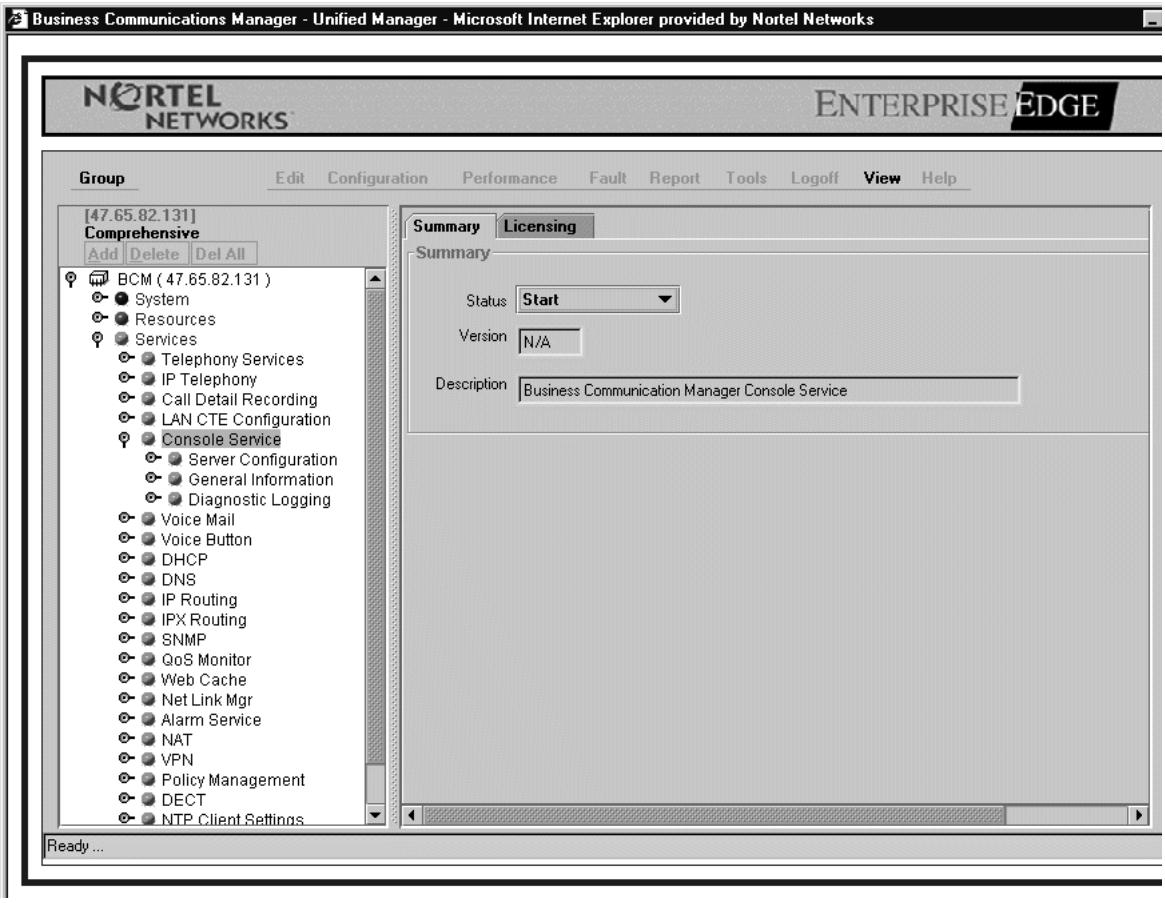
1. Start Attendant Console.
2. Enter the keycode.
3. Configure the Server component.
4. Configure the Client component.
5. Configure the Reports component.

Starting Attendant Console

To start the Attendant Console from Unified Manager:

1. From the Unified Manager screen , click on the C**onsole Service** heading (see Figure 3 on page 28).
2. Select **Start** from the Status list box.
3. Wait for the status to change to **Starting**, and then to **Running** (this may take several minutes).
4. Enter the keycode. To use Attendant Console, a security keycode must be registered with the Business Communications Manager base unit, via Unified Manager. For information on entering the Software Keycode, refer to the *Software Keycode Installation Guide.*

Figure 3 Attendant Console Start status

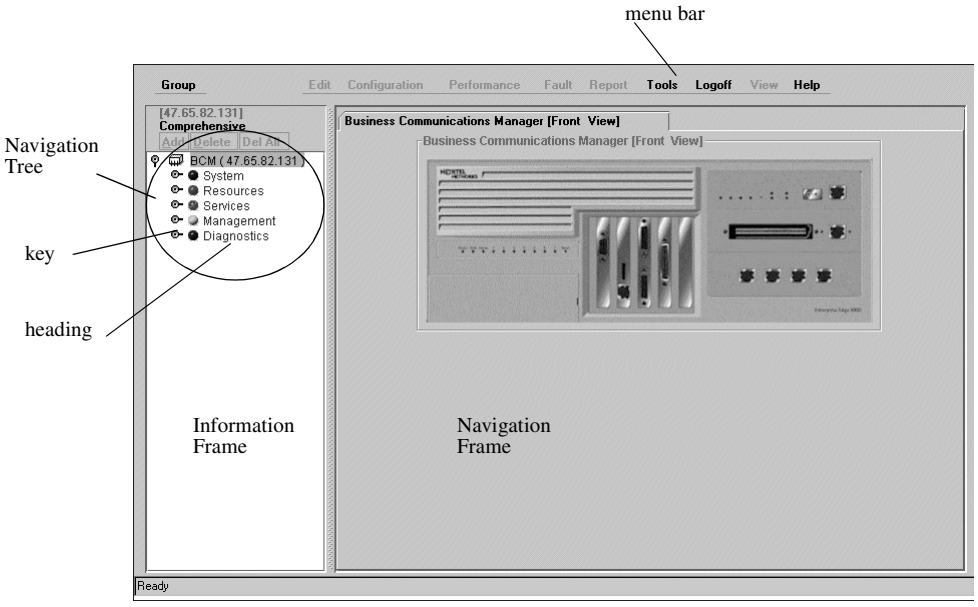


Configuring the Server component

To configure the Server component:

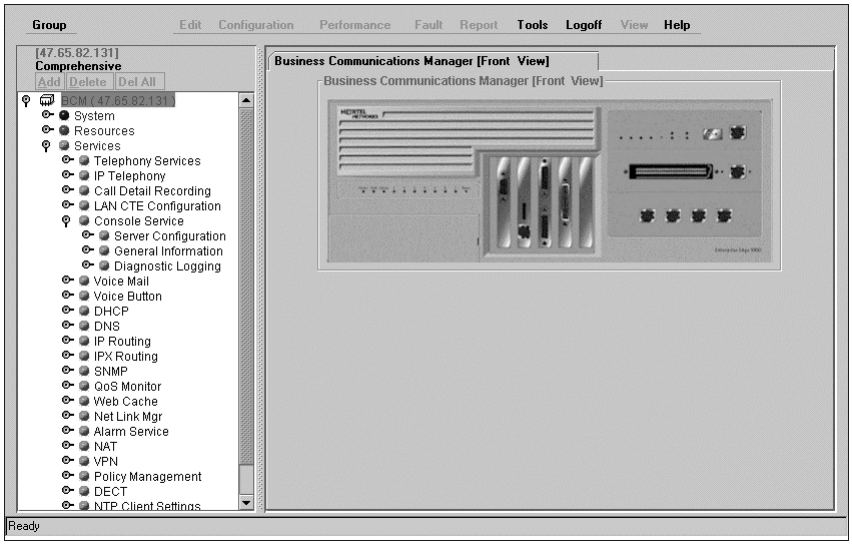
1. Start your Internet browser.
2. In the **Address** bar, type the IP address of the Business Communications server and the port number 6800.
   For example: **10.1.1.1:6800**
   If you don't know the IP address consult your Installer or network Administrator.
   The Unified Manager Configure screen appears.
3. Click the **Configure** button.
   The Login screen appears.
4. In the **Login** box type **`supervisor`**.
5. In the **Password** box type **`visor`**.
6. Click the **Connect** button. The Unified Manager screen appears. Figure 4 on page29 shows the components of the Unified Manager screen.

Figure 4 Unified Manager screen



7 On the **Navigation** tree, click the Services key, the **Console Service** key and the **Server Configuration** heading. The Server Configuration screen appears (see Figure 5 on page 29).

Figure 5 Server Configuration screen



8 In the **Voice Mail Pilot Extension** box, type the extension number for CallPilot and press **Enter**.
To determine the CallPilot extension number, press ð ·°? on a telephone that is connected to the system. The Business Communications Manager Message extension number appears on the telephone's LCD display.

9 In the **Station Discovery** option, the default setting for **Rediscover Station list on next restart** is No. Do not change the setting to Yes unless you have made significant changes to your phone system.

10 On the **Navigation Tree** click the **Business Communications Manager** heading.
The Business Communications Manager screen appears.

11 On the **Logoff** menu click **Logoff**. You must log off at this point.
A message appears that asks you to confirm your request to log off.

12 Click the **Yes** button.
A message appears that asks you to close the browser window after you log off.

13 Click the **OK** button.

Setting Logging options

Do not set the Logging options unless you are having problems with your system and you want to analyze them. If you enable Logging, you can examine the log for information about system problems.

To enable logging:

1 Start your Internet browser.

2 In the **Address** bar, type the IP address of the Business Communications server and the port number 6800.
For example: **10.1.1.1:6800**
If you don't know the IP address consult your Installer or Network Administrator.
The Unified Manager Configure screen appears.

3 Click the **Configure** button.
The Unified Manager Login screen appears.

4 In the **Login** box type **`supervisor`**.

5 In the **Password** box type **`visor`**.

6 Click the **Connect** button.
The Unified Manager screen appears.
Figure 4 on page 29 shows the components of the Unified Manager screen.

7 On the **Navigation Tree** click the **Services** key, click the **Console Service** key and then click the **Diagnostic Logging** heading.
The Diagnostic Logging screen appears.

8 In the **Log Detail Level** box type a number between 0 and 60.
This number represents the level of detail you want to log.

9 Set **Log To file** to **Yes** to save the log to a file.

10 Set **Log CP events** to **Yes** to log Computer Telephony Engine events.

11 Set **Log Device events** to **Yes** to log phone events such as off-hook, on-hook and Call Forward.

12 Set **Log Response events** to **Yes** to log how Attendant Console interprets events on the system.

13 Set **Log Session events** to **Yes** to log system events other than those covered by Device events and Response events.

14 Set **Log System events** to **Yes** to log events reported through Windows NT, such as general protection faults that are related to Attendant Console or Windows NT.

15 On the **Navigation Tree** click the **Business Communications Manager** heading.
The **Unified Manager** screen appears.

16 On the **Logoff** menu click **Logoff**.
A message appears that asks you to confirm your request to log off.

17 Click the **Yes** button.
A message appears that asks you to close the browser window after you log off.

18 Click the **OK** button.

Configuring the Client component

You must set up each PC that has the Client component installed to handle calls either as a full-time main attendant, part-time main attendant, backup attendant, overflow attendant or assistant attendant.

Starting the Client component for the first time

After you configure the Server, you can start and set up the Client component.

To start the Client component for the first time:

1 On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
The Client component starts. The Enter Attendant Options dialog box appears the first time you start the Client component after installation.

2 In the **Attendant Extension** box type the extension number for the Attendant telephone. (This number is different than the CallPilot voice mail extension number. It is the normal extension number used when callers dial the Attendant telephone.)

3 In the **server ID** box, type the server ID (the IP address, e.g. 10.10.10), or the DNS name of the server you want to use (e.g. msp_cgy_doc).

4 Click the **OK** button.
The Tip of the Day dialog box appears over the Attendant Console window.

5 Click the **Close** button to close the Tip of the Day window.

Starting the Client component

After you start the Client component the first time, follow this procedure to start the Client component subsequent times.

To start the Client component:

1 On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
The Client component starts.

Quitting the Client component

You can quit the Client component whether the Attendant Console window is visible or minimized.

To quit the Client component if the window is visible:

1 On the **File** menu click **Exit**
or
Click the **Close** button in the upper right corner of the Attendant Console window.

To quit the Client component if the Attendant Console window is minimized:

1 Right-click the **Client component** button on the taskbar.

2 Click the **Close** button.

Types of Attendant setups

You must configure each PC that has the Client component installed to handle calls either as a main attendant, overflow attendant, backup attendant or assistant attendant.

Full-time main attendant setup

The full-time main attendant is a telephone operator configuration where the Attendant Console window is always visible. You can define a number of full-time attendants. Every Client component must have the server ID and Attendant extension options configured for the Client component to function. The server ID tells the Client component where the Server component is located. The Attendant extension setting tells the Client component which telephone belongs to the attendant.

After you define the settings, incoming calls to the attendant's telephone appear as a yellow Ringing Loop button on the Attendant window. If the attendant's telephone is programmed to receive all incoming calls for the company (main attendant) the Attendant Console Client component also displays the calls.

To receive and make telephone calls, the Client component requires a telephone extension associated with this component. The extension must be a valid extension on the Business Communications Manager base unit and must be the telephone at the attendant's desk.

To set or change the attendant's extension:

1 On the **Tools** menu click **Options**.
The Options dialog box appears with the Options tab displayed Figure 6 on page36 .

2 At the **Attendant** option, in the **My Extension** box, type the extension number of the attendant's telephone.

Part-time main attendant setup

The part-time main attendant is an attendant that can answer incoming calls and perform additional functions on the PC, such as word processing.

The difference between the full-time main attendant setup and the part-time main attendant setup is that part-time has additional Attendant options that allow notification of incoming calls when the Client component is minimized. Refer to "Full-time main attendant setup" on page 32 and "Setting up other Attendant features" on page 35.

Backup attendant setup

A backup attendant is an attendant position that receives calls that are redirected from another attendant position. The backup attendant can also operate as a main attendant, an assistant attendant, or any combination of the attendant types.

Each Attendant PC that is set up to receive incoming calls must be set up to redirect the calls to the backup Attendant PC.

Note: Calls can be redirected to another Attendant Console attendant or any Business Communications Manager extension number.

If the attendant needs to leave their position, they activate the backup attendant position by clicking the **Out** button on the Attendant Console window. This button indicates that the attendant is not at the station diverts calls to the backup position. After the attendant clicks the **Out** button, they can complete the calls currently in progress on the Attendant Console window. New calls appear at the position, but also appear at the backup position. Although the attendant is out, the Client component can process calls, if required.

To set up the backup attendant:

1 On the **Tools** menu click **Options**.
The Options dialog box appears (Figure 6 on pag e36).

2 At the **Redirect calls to** option, in the **Extension** box, type the backup attendant's extension number.

3 To control call redirection, on the Attendant window click **Attendant** and select either **In** or **Out**.

4 Click the **OK** button.

Assistant attendant setup

An assistant attendant provides call coverage for one or more extensions in the system. This means that you can set up the Attendant so that it monitors all incoming calls to selected extensions. Since the assistant typically uses a PC for other work, Attendant Console alerts the assistant without requiring that the Attendant window is always visible on the system.

To set up an assistant attendant:

1. Click the **Tools** menu and then click **Options**.
   The Options dialog box appears (see Figure 6 on pag e36).
2. Check the **Assigned extension rings** option.
   The Call Notification dialog box appears to inform the assistant that there is an outside call for an Assigned extension.
3. Click the **OK** button.

Use the Assigned feature when an employee wants an assistant attendant, such as an administrative assistant, to answer the employee's calls.

Note: Only calls that originate from outside the Business Communications Manager base unit appear on the assistant attendant's window. Internal calls from an extension to an assigned extension do not appear on the assistant attendant's window.

Enable the Assistant function by copying extensions to the Assigned list on the Assigned tab of the Options dialog box.

To add or remove an assistant attendant's assigned extensions:

1. Click the **Tools** menu and then click **Options**.
   The Options dialog box appears.
2. Click the **Assigned** tab on the **Options** dialog box.

To add an extension, click the extension you want in the **All extensions** list and click **>>** to copy it to the Assigned extensions list.

To remove an extension from the Assigned extensions list, click the extension number in the **Assigned extensions** box and click **<<**.

3. Click the **OK** button.

You can view assigned extensions at any time by clicking the **Assigned** tab in the **Directory** options of the Attendant Console window.

Overflow attendant setup

An overflow attendant receives calls that are redirected from another attendant position if there are more incoming calls than Loop buttons on the other Client component. For example, if a main attendant is already handling six incoming calls, the next call is redirected to the overflow attendant until one of the main attendant's six Loop buttons is free.

If the overflow condition (all Loop buttons in use) occurs on the Attendant position, the Loop overflow indicator appears in the Attendant status bar and the overflow call is diverted to the specified overflow extension.

The overflow attendant can also operate as a main attendant, an assistant attendant or any combination of the attendant types.

If you set up an attendant PC as the overflow attendant, each attendant PC that is set up to receive incoming calls must be set up to redirect calls to the overflow attendant PC whenever overflow conditions exist. You need to activate the overflow feature at each attendant PC.

Note: Calls can be redirected to another Attendant Console attendant or any Business Communications Manager telephone extension number.

To define the overflow extension:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears (Figure 6 on pag e36).
2. At the **Redirect calls to** option, in the **Extension** box, type the overflow attendant's extension number.
3. Select **Call overflow occurs** to redirect calls when all of the main attendant's Loop buttons are busy with calls.

Note: Overflow extension numbers are only valid after the extension numbers are assigned as assistant attendants. See "Assistant attendant setup" on page 34.

4. Click the **OK** button.

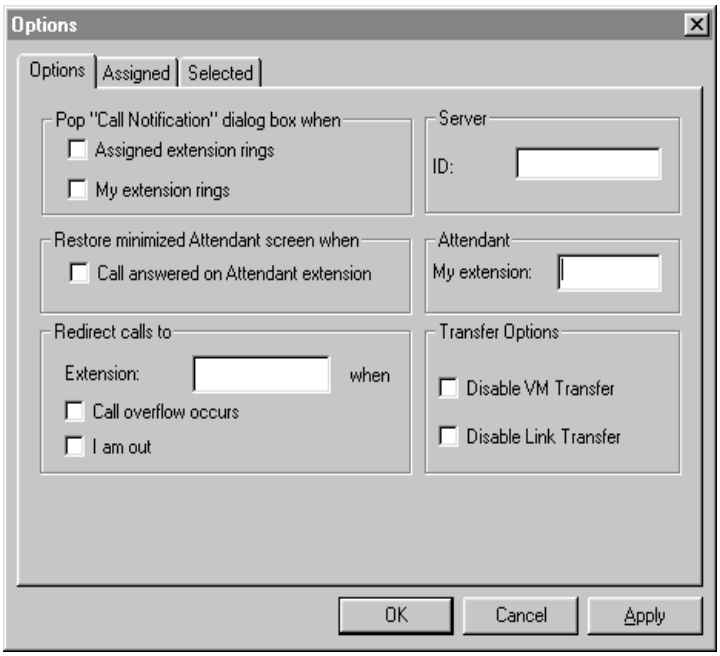
Setting up other Attendant features

You can assign Attendant features for the different setups in the Options dialog box.

To set up other Attendant features:

1. On the **Tools** menu click **Options**.
   The Options dialog box appears with the Options tab displayed (see Figure 6 on page 36).

Figure 6 Attendant Options tab



The Options tab contains the options shown in Table 2 on page 36:

Table 2 Contents of the Options tab

Option	Description
Pop “Call Notification” dialog box when	sets the Call Notification dialog box to pop onto the screen.
Restore minimized Attendant screen when	sets whether the Attendant window is restored when a call is answered on your extension.
Redirect calls to	sets the overflow or backup attendant.
Server	displays the name of the server.
Attendant	displays the attendant’s extension. You must manually enter this during setup
Transfer Options	disables Business Communications Manager Message and/or link transfer options.

Notifying the attendant of incoming calls

There are two ways an attendant can be notified of incoming calls:

- by the Call Notification dialog box. The attendant is notified of incoming calls with a Call Notification dialog box. The attendant can answer the call by clicking the Take button on the dialog box or ignore the call and let another attendant answer it.
- by a Ringing Loop button. If the window is visible (not minimized), the Call Notification dialog box does not appear. The attendant is notified of an incoming call by a Ringing Loop button.

To activate call notification:

1 At the **Pop "Call Notification" dialog box when** option, select either:

Assigned extension rings - The attendant is notified of calls to the assigned extensions
or
My extension rings - The attendant is notified when their own extension has an incoming call.

If both check boxes are clear, the attendant is not notified of calls when the window is minimized.

Automatically restoring the Attendant Console window when a call comes in

The Attendant Console window is normally minimized or under another window in a part-time attendant environment. The attendant can restore the Attendant Console window by clicking the Attendant Console button in the Windows taskbar. A quicker method is to set the Attendant Console window to restore automatically.

The Client component can automatically restore the Attendant Console window when the attendant's extension goes off-hook ("active"). This ensures the attendant can access the Attendant Console window without having to manually restore it.

To set the Attendant Console window to restore automatically:

1 On the **Tools** menu click **Options**.
The Options dialog box appears.

2 In the **Restore minimized Attendant screen when** option, select the **Call answered on Attendant extension** check box.

The Attendant Console window is restored when the attendant uses the extension to make or answer a call.

Saving the Client component options

1 Click the **OK** button to save the changes you made in the Options dialog box or click the **Cancel** button if you made no changes or do not want to save the changes.
The Attendant options are available as soon as you save the changes.

Selecting extensions

The attendant can use the Selected tab to select extensions from the directory. This is useful if the attendant wants to direct their incoming calls to a limited number of extensions.

To display a selection of extensions in the Directory list of the Attendant Console window:

1 On the **Tools** menu click **Options**.
The Options dialog box appears.

2 On the **Options** dialog box click the **Selected** tab.

To add an extension, click the extension you want in the **All extensions** list and then click **>>** to copy it to the **Selected extensions** list.

To remove an extension from the **Selected extensions** list, click the extension number in the **Selected extensions** list and click **<<**.

3 Click the **OK** button to return to the Attendant Console window.

Setting Transfer options for CallPilot and linking

If your Business Communications Manager base unit is not connected to a Centrex switch or is not connected to CallPilot, you can disable the Link Transfer and VM Transfer buttons on the Attendant window.

To disable the Transfer Options:

1 On the **Tools** menu click **Options**.
The Options dialog box appears. The Transfer Options options are in the bottom right of the dialog box.

2 Select the **Disable VM Transfer** check box to disable the VM Transfer button
or
select the **Disable Link Transfer** check box to disable the Link Transfer button.

If they are unavailable, the buttons appear dimmed on the Attendant window.You can re-enable the buttons by clearing the check mark from the appropriate check box.

Starting the Reports component

Although the Reports component is automatically installed with the Client component, you can start it or quit it independently.

To start the Reports component from the Client component:

1 On the **Tools** menu click **Reports**.
The Reports component starts in a separate window.

To start the Reports component from the Start menu:

1 On the Windows taskbar click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.
The Reports window opens.

Configuring the Reports component

The first time you start the Reports component, you must locate the server database, called **consoleservice.mdb**, on the Business Communications server. The Business Communications server database is in the directory named **consoleservicedb**. The entire path name is:

```
D:\Data Files\NortelNetworks\Attendant
Console\ConsoleServiceDB\consoleservice.mdb
```

Note: D: indicates the drive letter, which can vary according to the computer.

Quitting the Reports component

To quit the Reports component:

1 On the **File** menu click **Exit**
or
click the **Close** button in the upper right corner of the Reports window.

Networked operations

Before you install Attendant Console, set up the telephone system so that calls arrive at the appropriate extensions. You can set up Attendant Console in a variety of network situations. The following are two examples of networked operations:

Example - All incoming calls go to two or more attendants

Two or more telephones are set up so that incoming calls appear on the telephones at the same time. The first attendant to answer an incoming call connects to the caller. As soon as an attendant answers the call, the other attendants' telephones stop ringing.

The first step is to set up the attendant telephones. Install the Client component on each of the Attendant PCs and set them up as main attendants. Each incoming call appears on the Attendant window of each Attendant PC. The first attendant to answer a call connects to the caller. The answered incoming call disappears from the other attendant's windows.

Example - Incoming calls are divided between two or more attendants

The Business Communications Manager base unit incoming trunks are divided between two or more telephones. Each attendant extension is programmed so that a portion of the incoming calls appear at the telephone. With two attendants, for example, half the extensions ring at one attendant telephone (Attendant A) and the other extensions ring at the other attendant telephone (Attendant B).

After you set up the telephones, you can install Attendant Console. As in the previous example, you must set up the Client component as a main attendant on each of the Attendant PCs. The only difference is that in this example the overflow feature must be set at each Attendant PC. This means A's extension must be set to overflow to B's and B's must be set to overflow toA's.

Verifying Attendant Console installation

You must verify Attendant Console installation after installation and setup.

To verify that the installation is successful:

1. On the PC that has the Client component installed, click the **Attendant** taskbar button to maximize the window. If the Client component is not running, start the component.

To start the Client component:

On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Attendant**.

2. Press one of the intercom buttons on the attendant telephone and check that the telephone status icon of the attendant's extension in the Full tab of the Attendant's Directory shows that the telephone is off-hook.
3. In the **Directory** list, click the **Full** tab and click the extension icon of a telephone located near the Attendant's telephone. Check that the **Target** box contains the Directory information for that extension.
4. Click the **Call** button. Check that the Attendant extension icon indicates **Off-hook**, the first Loop button indicates **Active**, and the Target extension is audibly ringing. Click the **Release** button to end the call.
5. Go to another telephone and obtain an outside line by pressing an external line button or pressing an intercom button and entering the line pool access code.
6. Simulate an incoming call by dialing the main outside telephone number of the Business Communications Manager base unit. On the Attendant window, check that a Loop button indicates Ringing and that the Caller ID is shown next to the Loop button.
7. Click the **Loop** button. Check that the button changes from Ringing to Active and that the attendant's extension is connected to the originating telephone. Check that the Caller Information option has Caller ID information. If Business Communications Manager base unit Caller ID hardware is not installed or if you do not subscribe to Caller ID services, the Caller ID Information boxes are empty.
8. In the **Name** box in the **Caller Information** option, select or type a name if none is present.
9. Click another extension in the **Directory** list and click the **Transfer** button.
10. Check that the incoming call leaves the attendant's extension and the selected extension produces an audible announcement tone. Also check that the name entered in the Name box appears on the first line of the telephone display and display buttons on the second line.

11 Press the Talk display button on the called extension and check that a voice connection is made to the originating telephone.

The Server component and the Client component installations are now verified. If any of the steps do not occur properly, refer to "Troubleshooting the Server component" on page 45 or "Troubleshooting Client component installation" on page 48 to check for installation errors.

If you are installing a networked model, you also need to check the Client component installation on all of the Attendant PCs.

Chapter 6
Upgrading Attendant Console

You can add additional Attendant Console attendants.

Adding additional Attendant Console attendants

If you find that the call traffic is too high to be handled by your current number of attendants, your company can purchase additional Attendant licenses in increments of one to a maximum of five attendants. To register the additional Attendant licenses, refer to the *Business Communications Manager Software Keycode Installation Guide*.

Removing Attendant Console

To remove the Attendant Console Client software:

1. Quit all of the Client and Reports components.
2. On the Windows taskbar, click **Start**, point to **Settings** and click **Control Panel**.
3. Double-click the **Add/Remove Programs** icon .
4. Click **Attendant Console Client**.
5. Click the **Add/Remove** button.

The files associated with Attendant Console are removed from your computer hard drive. Repeat steps 1 through 5 on each PC that has Attendant Console installed.

Chapter 7
Troubleshooting

This section contains solutions for problems that can occur when you install Attendant Console. It includes:

- Troubleshooting the Server component
- Troubleshooting the Client component installation
- Troubleshooting the Reports component installation

Troubleshooting the Server component

This section contains solutions to problems that can occur when you install or run the Server component.

If problems occur on the Server component, log the Server activity and examine the log for error messages. For information on how to set logging options, see "Setting Logging options" on page 30.

Logging Server component activity

The Server component window lets you choose optional functions of the Server component. These functions can help diagnose Server component problems. They are:

- Saving the server log file to disk
- Changing the level of logging information displayed

For information on changing these options, see "Setting Logging options" on page 30.

Saving the server log file

If you activate the Log to file command, the server log file is saved as in the server directory as a file named ConsoleServer.log.

Note: If you save the Server log file, the ConsoleServer.log file continues to grow and take up disk space. Make sure you turn this feature off when you are finished troubleshooting the Server component.

For information on changing these settings, see "Setting Logging options" on page 30.

Changing the amount of logging information displayed

You can change the level of amount of the logging information that you display.
For information on changing the level of logging information, see "Setting Logging options" on page 30.

Server log error messages

Examine the list of messages on the left side of the Attendant Console server window for information about the problem and compare the message to the list below. Examine whether there is a problem with the database.

Table 3 Server component error messages

Error message / Log message	Meaning / Action required
Calloc failed in put_tcpip_packet	Memory allocation failed. RESTART Server.
Camp Call on Ext - Ext\n, RetCodeText	Error on last operation. Refer to "Retcode messages" on page 47.
Cannot close Console Server, until completely started	Trying to close Server during initialization. Wait until start is completed before closing.
Cannot listen for connections	Unrecoverable error. Restart Server.
Cannot open blocked CLID db file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Cannot open COS array file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Attendant Console Application connection closed, extension	Client component for ext has closed.
Attendant Console Application connection opened, extension -	Client component for ext has started.
ConsoleServer.ini file not found in Windows directory	Server cannot find needed file.
Could not register server with CTE	CTE not set up correctly. Check installation and restart Server.
Destination Station too busy	LCD display on telephone already in use by Server. Transfer call to CallPilot.
Do_tcpip_state_send appears broken	TCP/IP stack corrupted. Restart Server.
Error allocating Lines	Server unable to monitor Lines. Check for installation errors.
Ext not in transfer query mode	Target extension for function in wrong mode. Retry operation after checking extension.
Incompatible CTE Version found - %s, expecting compatibility version (last digit) %c",less,CTE_compatibility)	Re-install Server component after removing CTE program from system.
Intercom Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Internal Dial - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Invalid Assistant Extension - Ext,	Specify a valid/operational extension.
Invalid Backup Attendant extension	Specify a valid/operational extension.
Invalid Console Version	Install Client and Server at same version.
Invalid Extension set in Console	Specify a valid/operational extension.
Invalid transfer destination	Specify a valid/operational extension.

Table 3 Server component error messages (Continued)

Error message / Log message	Meaning / Action required
Join Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Link - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
No Active Call	Function requested requires an active call.
No B2 Channels found, possible error	Installation error. Review Business Communications Manager setup.
No Lines monitored, cannot operate	Check installation and restart Server.
No Stations monitored, cannot operate,	Check installation and restart Server.
Outside Dial - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Outside Dial - Invalid line prefix code	Check installation and retry.
Overflow Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Page acquire - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Page release - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Park Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Pick up trunk - invalid line - ID,	Check installation and retry.
Pick up trunk - No calls on Line ID	Caller may have just hung up.
Query Station Status never returned	Check status of Station.
Retrieve Parked Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Startup failure Server cannot operate	Check installation and restart Server.
Transfer Call - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Transfer Call to Voice Mail - Ext\n, RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.
Trunk Call, hold - Ext\n,RetCodeText	Error performing call. Refer to "Retcode messages" on page 47.

Table 4 Retcode messages

RetCode message	Meaning / Action required
ME_ALREADY_ACTIVE	The device is in the process of being monitored.
ME_ALREADY_MONITORED	The device is already monitored.
ME_BAD_DN	Either pDeviceName contains invalid characters, or the device does not exist.
ME_BAD_PARAMETER	An invalid parameter is passed to the API.

Table 4 Retcode messages (Continued)

RetCode message	Meaning / Action required
ME_COMMAND_FAILED	The reason Business Communications Manager has provided for the failure is not recognized by CTE.
ME_DEVICE_NOT_RESPONDING	A system time-out occurred.
ME_INVALID_DEVID	The supplied device Id is not valid.
ME_NO_AVAIL_DEVID	No additional devices can be monitored.
ME_NO_FREE_INTERCOMS	No button is available to initiate the page on.
ME_NO_INTERCOM_AVAILABLE	No intercom keys available.
ME_NO_STATE_MEMORY	There are too many outstanding monitor requests (the default maximum is 4 outstanding requests).
ME_NOT_ACQUIRED	CTE is not involved in a session with deviceId.
ME_PAGE_DENIED	Paging is disabled through the Business Communications Manager base unit Server admin for deviceId.
ME_PAGING_BUSY	A page is already being made in the specified page Zone.
ME_QUERY_FAILED	The request for line pool information failed.
ME_SESSION_SUSPENDED	CTE cannot execute this command while the session is suspended.
ME_TIMEOUT	A system time-out occurred while querying line pool information.

Troubleshooting Client component installation

This section describes solutions to problems that can occur when you install the Client component.

Example - Socket Error on Client component start

Initial Action

The Client component displays a Socket Error message when starting the component.

Response

TCP/IP address is not specified on a stand-alone system or TCP/IP is not installed in the Windows operating system. Install TCP/IP and restart the Client component.

Example - Client component verification procedure does not work

Initial Action

The Client component installation is complete but some of the verification procedures do not work.

Response

Check the Attendant Console Server window to see that the Status of Server Program indicates Running. Check for LAN connectivity between the Business Communications Manager base unit and the Attendant PC through the use of Network Neighborhood. Check the Business Communications Manager base unit installation to ensure that extensions are defined correctly.

Example - CallPilot extension not working

Initial Action

The CallPilot extension cannot be dialed from the Attendant window.

Response

To access the CallPilot system, click the **VM Transfer** button and enter your mailbox number.

Table 5 Client component error messages

Error Message / Log Message	Meaning / Action Required
A target is required	Check contents of Target box for validity.
Cannot transfer a call to self	Target field equals the Attendant extension.
Invalid Attendant Extension, Attendant Extension not changed	The Attendant extension entered is invalid. Choose a valid extension.
No Active call on Attendant	No Loop button is in the Active state. Make Loop active and retry.
Not all the search results could be displayed, because there were too many matches. Please use a more restrictive search	Edit Employee or Caller function: Find argument is too broad. Restrict argument and retry.
Not enough licenses available on Server	All Attendant licenses on the server are used. Check that you are attached to the correct server.
Please close the Attendant Console application and reopen it to log in to the new server	Shutdown the Client component and restart.
Server Message: Answer Offered Call ME_DEVICE_NOT_RESPONDING	The telephone is busy configuring Business Communications Manager base unit.
Socket Initialization Error	TCP/IP or network problem. Restart the Client and retry.
The Attendant Console application could not open ""att.dir"" file	Re-install the Client component.
The Reports package could not be found	Re-install the Client component.
The server did not respond. Please try again	The Server component did not respond to the last operation Client request. Check that the server is running.
The system is low on available memory	Some functions may not perform properly.
The target must be an extension	For this operation the Target MUST be a valid extension.
Version/Release does not match server	Check that the server ID is the correct one. If it is, install the matching version of the Client.

Logging Attendant activity

You can create an Attendant log file that lets you examine the Attendant log for problems at any Attendant PC.

To create an Attendant log:

1 On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**.
A check mark appears beside the Log to file command. The Attendant log file is now saved on the disk.

To stop saving the Attendant log file to disk:

1 On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**. The check mark is cleared and the Attendant activity for the PC is no longer saved.

Troubleshooting the Reports component

This section describes solutions to problems that can occur while you install the Reports component.

Example - Reports window does not open

Initial Action

The Attendant Console Reports window does not open when you click Reports from the Tools menu in the Attendant Console window.

Response

Check that you can open the Reports component from the Start button on the Windows taskbar:

1 Click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.

Table 6 Reports component error message s

Error message / Log message	Meaning / Action required
The date string which was entered could not be processed!	The date or the format of the date is not valid. This error occurs if you enter invalid data in either the To or From date boxes. Examples of valid date formats include: • 10/24/73 (assumes 1973) • 10/24/1973 • October 24, 1973 • 24 October 1973
An invalid date range was specified. The “To” date must be a date which occurs later than the “From” date. The previous valid date has been reset.	This error occurs if: • The From date is set and a To date earlier than the From date is entered. • The To date is set and a From date later than the To date is entered. If this error occurs, the incorrect date is not changed. Both the date and edit box are reset to the last valid value (which is blank if the box has been set to blank).

Table 6 Reports component error messages (Continued)

Error message / Log message	Meaning / Action required
Reports could not connect to the chosen database.	This error occurs if the Reports component fails to create a DAO record set from the database selected. This can be because: • The file is not found. • The file cannot be locked because it is in a write protected area. • The file is not readable for some other reason. This error can also result if DAO is not properly installed.
The Reports component was unable to generate the listing from the database specified.	Make sure that the database selected is created by the server. This error occurs if a user tries to use the Employee or Customer directories after connecting to a database that is not a Attendant Console database. The error is usually preceded by a message from the Microsoft Jet database engine that says: “The Microsoft Jet database engine cannot find the input table or query ‘People’. Make sure that it exists and that its name is spelled correctly.”
The animation file used to indicate that a report is running could not be found. It might be missing or corrupted. As a consequence, no animation plays while the reports are running.	This error occurs during Reports start if the “run.avi” file is not found in the Reports path. Check that the file is installed correctly and is not deleted. The component runs, but the animation does not play while generating reports.
The maximum number of selections allowed in any single category is 100. Limit your selections or cancel the selection and choose the All option.	The maximum number of selections from the Customers or Employee categories is 100 each.Trying to click OK from a directory dialog box with more than 100 selections causes this error and returns the user to the directory dialog box, from which they must reduce the number of selections.
The report could not find the necessary data in the specified database. Make sure the specified database is a valid system database:	This error occurs if a report is run, but the database selected is not a valid Attendant Console database. The colon is followed by a new line on which a more specific error message from the Crystal Reports Engine is displayed. This message is usually “Unable to connect: incorrect table location”.
Reports could not find the needed report (.rpt) file. Make sure all the “.rpt” files are installed correctly.	This occurs when generating a report, if the appropriate “.rpt” file is not found in the Reports directory. Either the file is deleted, moved, not installed correctly or corrupted. When corrupted the Crystal Engine can no longer recognize it as a.rpt file even though the name indicates it is.
The report file has somehow become corrupted. The following statement in English is more detailed information useful for troubleshooting.	This error occurs if the needed “.rpt” file is found but does not contain the correct parameters or information. The Extension Directory Report (using ExtDir.rpt) does not produce this error because it does not require any parameters. The “statement which follows” part occurs on the next line and is a message from the Crystal Reports Engine. The message is most often “No Error”.

Table 6 Reports component error messages (Continued)

Error message / Log message	Meaning / Action required
Reports could not draw the desired report to the window. This could be caused by a lack of windows resources or a missing engine component. Please close other applications that are running and try again. Also make sure that no needed DLL's have been deleted.	This error occurs if, during the generation of the report, the Crystal Reports Engine cannot complete the report and display it. The two main causes are, in order of most common first: 1. A required DLL is missing or not installed correctly (99% of the time). 2. Windows is low on GUI resources.
Reports could not lock the database. In order to lock the database, the database cannot be in a read-only location. Please make sure that the database is not in a read-only folder or drive and try again.	This error occurs if the database reported on is in a read-only location on a shared drive and one of the directory buttons is used.

External Errors

The DAO, MSJet[1], and Crystal Reports[2] Dynamic Link Libraries (DLLs) sometimes post error messages to the screen when errors occur. These error messages are always followed by one of the above error messages.

1 DAO and MSJet are trademarks of Microsoft Corporation.

2 Crystal Reports is a trademark of Seagate Information Management Group Inc.

Glossary

Assistant attendant

The assistant attendant provides call coverage for one or more extensions connected to the Business Communications Manager base unit via the LAN.

Attendant PC

A personal computer used to run the Attendant Console Client component. The Attendant PC must be connected to an Business Communications Manager base unit.

Backup attendant

The backup attendant receives calls if the main attendant is not available to answer calls. The main attendant uses the Out button on the Attendant Console window to indicate they are not available.

Caller ID

A service available from the telephone company that displays the caller's telephone number and in some cases the caller's name on the display of a telephone. If your company subscribes to Caller ID and has Attendant Console installed, the Attendant Console window displays the caller's name and telephone number.

CTE

Computer Telephony Engine.

Attendant Console

Attendant Console is a Windows-based software application that provides call management and call activity reporting capability to a business.

LAN

Local Area Network. A group of computers connected together to access information and services in a common environment.

Main attendant

The telephone attendant who is primarily responsible for managing a company's incoming calls.

Networked model

A way of configuring Attendant Console so that one or more Client components are connected to the Business Communications Manager base unit through a LAN.

Overflow attendant

The overflow attendant handles excess calls if the main attendant receives more calls than can be handled by an Attendant window.

Server ID

The TCP/IP host name of an Attendant Console PC.

Server component

Part of the Attendant Console software. The Server component communicates with one or more Client components.

Service

The ability of a Windows NT machine to start a process, usually automated, when the machine is started.

Taskbar

The area on the bottom of the desktop that contains the Attendant Console taskbar buttons.

TCP/IP

Transmission Control Protocol/Internet Protocol. The protocol used by Attendant Console to communicate between the Server component and the Client components. The industry standard protocol for communication between computers.

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